



DEPARTMENT OF THE ARMY
U.S. ARMY CORPS OF ENGINEERS
WASHINGTON, D.C. 20314-1000

REPLY TO
ATTENTION OF:

CECW-ON

AUG 19 2003

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS AND
DISTRICT COMMANDS, CHIEFS, OPERATIONS DIVISIONS

SUBJECT: National Recreation Reservation Service Restructuring Request for Information

1. References:

- a. Field Request for Information (RFI), NRRS™ Restructuring for New Interagency Reservation Contract, Recreation One Stop Initiative (Enclosure 1).
- b. Memorandum, CECW-ON, 30 June 2003, subject: National Recreation Reservation Service Restructuring (Enclosure 2).
- c. Memorandum, CECW-ON, 13 January 2003, subject: The National Park Service Joins the National Recreation Reservation Service (Enclosure 3).

2. References b and c above announced that the National Park Service (NPS) would be joining the National Recreation Reservation Service (NRRS™), and a new and comprehensive contract solicitation, to provide one-stop reservation service to all Federal recreation opportunities, would be developed. The acquisition process has begun and transition to a new and fully integrated NRRS™ is projected for the fall of 2004/winter of 2005. An important part of this process is to seek input from the field to help build the new requirements for a high quality integrated reservation service. Please insure this request is provided to all field sites for comment.

3. In accordance with reference a above, in addition to providing all comments received, each district should provide consolidated district comments. Please note section "V." in the enclosed RFI listing the "Ground Rules"/Decisions on New Contract. These are some of the Interagency decisions already agreed to by the NRRS™ Executive Council for the new reservation contract. Another important feature of the new reservation service is the "fee model". The Forest Service currently charges a separate reservation fee while the U.S. Army Corps of Engineers does not, incorporating the cost of the service into our daily use fees. The NRRS™ Executive Council is currently discussing this feature and will make the interagency decision on which fee model(s) the new reservation service will use.

4. This is your opportunity to provide input on essential aspects of the new service requirements that will provide improved high-quality support and reservation services for both the agencies and public. Please provide viable recommendations to improve specific aspects of the service along

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with your comments. All comments should be provided in accordance with the attached RFI instructions and this memorandum by the end of the comment period specified in the RFI.

5. The point of contact in CECW-ON for the NRRS™ is Ms. Judy Rice, (202) 761-4751; the NRRS™ Interagency Program Manager is Ms. Lynne Beeson, (864) 333-1150; and the Corps NRRS™ Program Manager and Contracting Officer's Technical Representative is Mr. Greg Webb, (817) 886-1576.

FOR THE COMMANDER:



MICHAEL B. WHITE
Chief, Operations Division
Directorate of Civil Works

3 Encls

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SUBJECT: National Recreation Reservation Service Restructuring Request for Information

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Field Request for Information (RFI)

NRRS Restructuring for New Interagency Reservations Contract **Recreation One Stop Initiative**

I. Introduction and Overview

The Recreation One Stop initiative is a partnership of 10 Federal organizations chartered to implement "e-government" capabilities with Federal, State, tribal, and local governments, as well as the private sector dealing with recreation opportunities on public lands, facilities, and waters

The Recreation One-Stop initiative will implement state-of-the-art data sharing technology to make recreation data accessible to the public, directly and via other computer systems. A goal of this initiative is to avoid duplicative costs and increase service to the citizen.

Integration of existing reservation systems is a new component of the Recreation One-Stop initiative, primarily involving the National Recreation Reservation Service (NRRS), and the National Park Reservation Service (NPRS). The Forest Service, Corps of Engineers, National Park Service (NPS), Bureau of Land Management (BLM) and other Department of Interior (DOI) agencies, with Office of Management and Budget (OMB) oversight will integrate their respective campground and recreation reservation services through development of an interagency contract solicitation for these comprehensive services.

This new reservation contract will build on the existing requirements and business needs of both the NRRS and the NPS contracts using the existing NRRS contract as the basic foundation. An interagency team, comprised of the Corps of Engineers, Forest Service and NPS, has begun to incorporate contract requirements into one draft solicitation. This initial draft will be revised based on input from the field RFI; outreach efforts to the recreation industry; and other acquisition strategies. There will be additional opportunities to provide input concerning requirements in the new solicitation over the course of the next several months.

As a first step in the development of the new solicitation, this field RFI provides an opportunity to improve on existing reservation service requirements and develop an enhanced "ideal" reservation service for customers. Questions to consider in preparing comments include: what revised system requirements will best support the customer and the field reservation site? What revisions to specific contract provisions will improve service delivery? What do field managers need and what would the ideal reservation service look like? What should the revised specifications address and what new requirements should be introduced?

Encl 1

II. Purpose: To obtain constructive comments, suggestions, and recommendations for requirements and specifications to be used in building a new contract for an interagency national recreation reservation service. It is an effort to seek recommendations on improving and revising existing requirements and incorporating new requirements that enable development and subsequent delivery of a high quality interagency reservation system.

III. Process: Each agency is responsible to coordinate and distribute the RFI in accordance with internal agency policy and procedures, during the established comment period (18 August – 26 September, 2003). Whenever possible, please provide comments in specified categories (as follows). Each category includes a couple of questions only for the purpose of initiating responses. “At large” comments, regarding overall new reservation service needs, should be placed in a General category.

When providing recommendations, use existing knowledge and experience specific to existing reservation service operations. This is NOT meant to be a request for information concerning contractor performance in any of the service requirement and delivery areas. Categories mirror the current NRRS contract and are prefaced by the corresponding contract item number from Section C: Statement of Work. It is recommended to review the current contract on the web at <https://team-nrrs.usace.army.mil/contract/>. It may be helpful to review the NRRS Operating Procedures Manual, which is also available from the team site. It would also be useful (not required) to reference the exact contract specification when providing your comment. For example:

Section 4.2.5.5.1. Assistance to Field Users. Suggest revision to require contractor provide Help Desk exclusively for the NRRS, not shared with other clients.

IV. RFI Comment Period: The time period for providing comments via the RFI is August 18 – September 26, 2003. It is requested that all comments, received by each agency during the RFI comment period, be provided. Each agency may also choose to consolidate comments. Comments should be provided to: Lynne R. Beeson, Interagency Program Manager, email: Lynne.R.Beeson@sas02.usace.army.mil. Questions concerning the RFI may also be directed to the following agency representatives:

Greg Webb, COTR, US Army Corps of Engineers
John Cameron, COTR, Forest Service
Barb Soderberg, COTR (BWCAW), Forest Service
Rick DeLappe, Acting COTR, National Park Service

V. “Ground Rules”/Decisions on New Contract

The following are decisions that have been made for the new reservation contract:

- The USDA Forest Service will issue the new interagency reservation contract.

- The new interagency contract will retain “cash management” responsibilities with the government
- The contract will embody the latest requirements for Certification and Accreditation of Federal systems to protect customer’s privacy and security
- Acquisition of hardware for delivery of reservation services will not be “bundled” with the requirements to provide a reservation service; agencies will be responsible for all hardware required to support the reservation service
- Agencies will be responsible for providing all field telecommunications needs required to support the reservation service at “online” field sites
- The new reservation service will be “web based” for all sales channels, including the field reservation program (not client-server as currently exists in the NRRS);
- “Web based”, open architecture provided services, will not require special computers or dedicated hardware to support the reservation service in the field

VI. Request for Information/Comments – NRRS Contract

4.0 Service Operations. Please provide recommendations or specific comments for improved specifications under this category. Specific areas include, but are not limited to: Inventory (including maps), Training, Marketing, Business Center, Reservation Management and Help Desk.

Questions:

- What should the training requirements be for the next reservation service?
- What specification revisions would enhance delivery of Help Desk services?

5.0 Technology Infrastructure. Please provide recommendations or specific comments for improving services under this category. Specific areas include, but are not limited to: Daily Arrival Reports (DAR), Field Reservation Program, and Permit Management Program.

Questions:

- What can improve the delivery of DAR information?
- What are the most essential needs for the field reservation program?
- What new technology exists that would improve service delivery?

6.0 Sales Channels. Please provide recommendations or specific comments for improving services under this category. These specific areas include, but are not limited to: Call Center, Internet, Field Reservation Program, and additional Sales Channels, such as kiosks, etc.

Questions:

- What are future ideas for alternative types of reservation sales channels?
- What specification revisions would enhance call center services?

Reservation Policies. In May 2003, an interagency team, comprised of representatives of the Corps of Engineers, Forest Service and National Park Service, reached consensus on revision of existing reservation policies for the NRRS and NPS. The recommendations of this interagency team are contained in Attachment 1.

Please provide recommendations, suggestions and comments specific to the reservation policies reflected in Attachment 1, as well as other existing policies and procedures. Specific reservation policies include: booking windows, cancellation and change policies, refund policies, reservations per customer, etc. These are primarily the policies, often referred to as the “business rules” for the NRRS, that directly affect the customer.

Attachment 1 – Campground Reservation Policy Table 5/14/2003

CAMPGROUND Reservation Policy Comparison Rev 5-14-03

Item	NPRS FY2001 (Spherix)	NRRS FY2002 (ReserveAmerica)	If Different, what is proposed recommended solution?
Sales Channels			
Toll Free Number	3 numbers, one each for camping, Yosemite, and tours	1 consolidated number for all NRRS	Decision: 1 consolidated number for all NRRS; confirm technical requirements to handle Yosemite call volume at peak times
Call Center Hours	10 – 10 EST	8:00Am – 12:00 Midnight Spring & Summer EST 10:00AM – 7:00PM Fall & Winter EST	Decision – Waiting on statistics, but 9am to midnight is the placeholder. Look into Canadian Park Hours. Proposal: 7 days per week standard. Call Center & Customer Service Desk: 9am – Midnight EST (Year round) Help Desk: 7am – 1am EST all year Excludes: Thanksgiving, Christmas, and New Year's Day.
Number of call centers	1	5	5
Internet Bookable Hours	10 – 10 EST	24/7	24/7
Cancellations			
Cancellation Fees— Campgrounds	13.65	10.00 if more than three days before arrival for individual sites or more than 14 days of arrival for group sites.	Decision: \$10.00 service fee if more than three days before arrival for individual sites and more than 14 days of arrival for group sites Decision - SAME DAY CANCELLATIONS - Each agency will have the choice of adding the site phone number to the confirmation letter. 1) Not arriving that night but still coming – “courtesy”; Customer needs to call the site. This can be addressed in the confirmation letter. Reselling

Item	NPRS FY2001 (Spherix)	NRRS FY2002 (ReserveAmerica)	If Different, what is proposed recommended solution?
No Show	Cancellation fee plus forfeit first night's use fee	Reservation held to check out time following the day of arrival, \$20 svcs fee and 1st day or night use fee	the site will be addressed by the field operation offices. 2) Cancel Day of Arrival: Sites with Park Office software, this is not an issue. Sites without park office should keep current policy (call the site).
Cancellations for Golden Age/Access	Currently no discount on cancellation fees, however there was a proposed 50% discount	No discounts on cancellation fees	Decision: Reservation held until check out time the day after arrival day, no show \$20.00 service fee plus loss of first night's use fee or day use fee Decision: No discounts on cancellation fees - current NRRS policy
Late Cancellation Window (point after which there are additional penalties for cancellation)			
	Camping--13.65 + first night if cancellation is after COB the day before the scheduled arrival	Less than 3 days of arrival for individual sites \$10 + 1 st night use fee, or less than 14 days for a group facility	Decision: NRRS Late cancellation policy for the transition period.
Booking Windows			
Family Sites	Reservable 5 months (149 days) in advance of arrival date BLOCK WINDOW	Reservable (240 days) in advance of arrival date ROLLING WINDOW	Decision - Rolling window: 6 months to the day booking window (change from the NRRS 240) for everything <u>except</u> <u>Yosemite and motor coaches</u> . This includes: campgrounds, day use, groups, cabins, etc.
Group Sites	Reservable 5 months (149 days) in advance of arrival date BLOCK WINDOW	Reservable 1 year (360 days) in advance of arrival date ROLLING WINDOW	

Item	NPRS FY2001 (Spherix)	NRRS FY2002 (ReserveAmerica)	If Different, what is proposed recommended solution?
Cabins	N/A	Reservable 6 months (180 days) in advance of arrival date ROLLING WINDOW	Decision-How many sites can you book per reservation session? NRRS=4 sites per transaction for individuals (assumes same site and same arrival date, otherwise it is unlimited).
Reservation Cut off Window			
	Camping & Group--reservable up to the day before arrival OR as set up by each field site	Standard is 4 days or less, each field site sets their own cutoff for reservations; exceptions for greater than 4 days	Decision. Each field site set their own cutoff (0-4) with exceptions as approved by COIR (NPS wants standard cutoff for all parks in NPS)
Refund Policies			
Refund Policies	Site specific variable refund policy	Currently refunds cannot be made in the field. Refunds must be processed through NCMO; NRRS operating procedures define refund policies	Refunds processed through AOC and the reservation policy defines the refund policy. Field sites must handle same day voids.



DEPARTMENT OF THE ARMY
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WASHINGTON, D.C. 20314-1000

REPLY TO
ATTENTION OF:

CECW-ON

JAN 13 2003

MEMORANDUM FOR MAJOR SUBORDINATE COMMANDS, CHIEF,
OPERATIONS DIVISIONS

SUBJECT: The National Park Service Joins the National Recreation Reservation Service

1. I am pleased to inform you that the National Park Service (NPS) will join the Forest Service and the U.S. Army Corps of Engineers in providing public reservation services for recreation sites and facilities through the National Recreation Reservation Service (NRRS) in fall 2003. The NPS was one of the original cosigners of the 1995 Interagency Agreement to coordinate for joint procurement of reservation services for all agencies. The vision of the NRRS has always been to provide easy, seamless service for the public to make reservations for Federally operated recreation sites and facilities. The incorporation of the NPS into the NRRS is an important step in realizing that vision.
2. The Office of Management and Budget (OMB) has been investigating ways to improve the provision of Federal services to the public through E-government. Surveys show that the public wants access to information about recreation services through E-government more than any other topic. For this reason, OMB studied the reservation services provided by the NPS and the NRRS to determine if a single system might improve the provision of this important service to the public. OMB, in consultation with the affected agencies, subsequently determined that establishing a one-stop Federal recreation reservation system would make it easier for citizens to use Federal parks and recreation facilities. OMB also determined that maintaining a single reservation system is more efficient and cost-effective than having multiple agencies operate their own reservation systems. Accordingly, OMB has directed the agencies to consolidate their reservation services into one system, the NRRS, pursuant to the Clinger-Cohen Act of 1996.
3. The NPS, the Forest Service, and the Corps will be working together closely, under the oversight of OMB, for the next year to accomplish the integration by fall 2003. This activity should be transparent to Corps and Forest Service field offices. There will be no change in the provision of NRRS services to the Corps, the Forest Service, or our customers as a result of this integration in 2003. A joint communications strategy for all agencies is under development to explain in greater detail the reason for this action. I will share this strategy when it is complete, as well as provide occasional progress reports during the integration period.

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SUBJECT: The National Park Service Joins the National Recreation Reservation Service

4. The incorporation of the NPS is a milestone for the NRRS and will provide truly seamless service to our recreation customers. Further, any other Federal agency wishing to provide reservation services for their customers in the future will also join the NRRS. It is gratifying to see the Corps, through the NRRS, recognized as a leader in the provision of public recreation opportunities. I congratulate all the Corps team members who have worked so diligently over the past few years to make the NRRS a success. Your efforts have been recognized in a truly meaningful way, and I am proud of you.

FOR THE COMMANDER:

A handwritten signature in black ink, appearing to read "Robert H. Griffin". The signature is stylized with a large initial "R" and a cursive "H".

ROBERT H. GRIFFIN
Major General, USA
Director of Civil Works

CECW-ON

SUBJECT: The National Park Service Joins the National Recreation Reservation Service

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REPLY TO
ATTENTION OF:

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JUN 3 0 2003

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS,
CHIEFS, OPERATIONS DIVISIONS

SUBJECT: National Recreation Reservation Service Restructuring

1. Reference Memorandum, CECW-ON, 13 January 2003, subject: The National Park Service Joins the National Recreation Reservation Service. The memorandum announced that the National Park Service (NPS) would join with the Forest Service and the U.S. Army Corps of Engineers in providing public reservation services for recreation sites and facilities through the National Recreation Reservation Service (NRRS) in fall 2003. The memorandum also stated that a joint communications strategy for all agencies would be developed to explain in detail the reasons and benefits of this action. This memorandum provides a progress report for this effort and encloses the referenced joint communications strategy.
2. As designated by the Office of Management and Budget (OMB), the NRRS will become the single service for recreation reservations for Federal parks, facilities and activities. The vision of the NRRS has always been to provide easy, seamless service for the public to make reservations for Federally operated recreation sites and facilities, and integrating the NPS into the NRRS is an important step in realizing that vision. After careful analysis, however, it was determined that this integration would be accomplished best through a new and comprehensive contract solicitation to provide one-stop reservation service to all Federal recreation opportunities.
3. Accordingly, the Forest Service, Corps of Engineers, NPS, Bureau of Land Management (BLM), and possibly other Department of Interior (DOI) agencies, with the oversight of OMB, plan to integrate their respective campground reservation services through the development of an interagency contract solicitation for these services. The acquisition process will begin immediately, with transition to a new and fully integrated, restructured NRRS projected for fall/winter 2004.
4. Over the next 18 months, the agencies will work together closely, under the oversight of OMB, to accomplish the integration by the target date. Agencies will seek input soon from their respective field managers, as part of the development of the contract solicitation. This will allow the agencies to build upon their best business practices, as established in the current reservation services, and provide for a fully integrated, high-quality recreation reservation service, which will provide improved service to the agencies and our customers.

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SUBJECT: National Recreation Reservation Service Restructuring


5. In the interim, those NPS parks currently offering campsite reservations will remain with their current reservation service contractor until the new, integrated contract services are available. As an initial migration strategy, the NPS will add several National Parks not currently offering reservation services to the NRRS. In addition to the NPS Parks, BLM will add one recreation area, with several facilities. These new parks will be incorporated into the NRRS as soon as feasible, but no later than fall 2003. The incorporation of these NPS and BLM parks is a significant milestone for the NRRS and will begin the process of providing truly seamless service to our recreation customers.

6. I understand that there will be many questions regarding this effort, as well as some uncertainty regarding the transition in 2004 to the restructured NRRS. The enclosed communications strategy is provided to assist all team members in understanding these actions, as well as to answer questions from our customers. I will continue to provide timely updates, as the project evolves and information becomes available.

7. I am proud the Corps is at the forefront of this progressive initiative. The provision of seamless, comprehensive public recreation information and services is good for our customers and for our business. This project is consistent with the President's Management Agenda and its focus on electronic government, and represents the best in good government. With the contributions of Corps field personnel and the incorporation of lessons learned from the existing NRRS and other agencies' reservation services, I am certain the new NRRS will provide greatly improved service to our customers and the agencies, and will become the standard for one-stop provision of cost effective and efficient public services.

8. The Point of Contact in CECW-ON for the NRRS is Ms. Judy Rice, (202) 761-4751. The Corps NRRS Program Manager and Contracting Officer's Technical Representative is Mr. Greg Webb, (817) 978-4641. The NRRS Interagency Program Manager is Ms. Lynne Beeson, (864) 333-1150.

FOR THE COMMANDER:



Encl

ROBERT H. GRIFFIN
Major General, USA
Acting Director of Civil Works

CECW-ON

SUBJECT: National Recreation Reservation Service Restructuring

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COMMANDER, LOS ANGELES DISTRICT, ATTN: CESPL-CO-O
COMMANDER, LOUISVILLE DISTRICT, ATTN: CELRL-OP-TO
COMMANDER, MEMPHIS DISTRICT, ATTN: CEMVM-CO
COMMANDER, MOBILE DISTRICT, ATTN: CESAM-OP-TR
COMMANDER, NASHVILLE DISTRICT, ATTN: CELRN-OP-T-N
COMMANDER, NEW ENGLAND DISTRICT, ATTN: CENAE-CO-TM
COMMANDER, NEW ORLEANS DISTRICT, ATTN: CEMVN-OD-T
COMMANDER, NEW YORK DISTRICT, ATTN: CENAN-OP
COMMANDER, NORFOLK DISTRICT, ATTN: CENAO-TS-O
COMMANDER, NWD – OMAHA OFFICE, ATTN: CENWD-CM-OC
COMMANDER, NWD – PORTLAND OFFICE, ATTN: CENWD-CM-OC
COMMANDER, OMAHA DISTRICT, ATTN: CENWO-OD-TN
COMMANDER, PHILADELPHIA DISTRICT, ATTN: CENAP-OP
COMMANDER, PITTSBURGH DISTRICT, ATTN: CELRP-OR-TR
COMMANDER, PORTLAND DISTRICT, ATTN: CENWP-CO-SR
COMMANDER, ROCK ISLAND DISTRICT, ATTN: CEMVR-OD-T
COMMANDER, SACRAMENTO DISTRICT, ATTN: CESP-ET-CM-O
COMMANDER, SAN FRANCISCO DISTRICT, ATTN: CESP-ET-CM-O
COMMANDER, SAVANNAH DISTRICT, ATTN: CESAS-OP-SR
COMMANDER, SEATTLE DISTRICT, ATTN: CENWS-OD-TS-NR
COMMANDER, ST. LOUIS DISTRICT, ATTN: CEMVS-CO-T
COMMANDER, ST. PAUL DISTRICT, ATTN: CEMVP-CO-OP
COMMANDER, TULSA DISTRICT, ATTN: CESWT-OD-R
COMMANDER, VICKSBURG DISTRICT, ATTN: CEMVK-OD
COMMANDER, WALLA WALLA DISTRICT, ATTN: CENWW-OD-TN
COMMANDER, WILMINGTON DISTRICT, ATTN: CESAW-OP-TN
COMMANDER, ENGINEER RESEARCH AND DEV. CENTER, ATTN: CEERD-EE
COMMANDER, ENGINEER RESEARCH AND DEV. CENTER, ATTN: CEWES-EE-R

Communications Strategy
Restructuring the National Recreation Reservation Service (NRRS)

Project: Announcing two activities: (1) DoI agencies will join the NRRS in the fall of 2003; and (2) the Corps, Forest Service and DoI collaborate in establishing a new NRRS contract that will go in effect in late 2004.

Purpose/Intent: This strategy will provide talking points, a news release, a fact sheet, Q&As and other actions necessary to inform external/internal publics about these changes. This will be a concerted effort by the agencies involved in the establishment of the new reservation service.

Actions/Responsibilities/Dates:

Notify Congress	USACE/USDA/DoI	July 1
Note: Agencies will brief committee staffs and, as appropriate, individual senators and representatives.		

Notify Workforce	USACE/FS/NPS	June 25/July 1
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Issue news release	USFS/USACE/DoI	July 1
Note: the final news release and Q&As will be provided to all agencies 24 hours in advance of public release.		

Send release to state contacts and other interests	USACE/USFS/NPS/DoI	July 1
Note: this will be done immediately after the release is issued.		

Post release on Web	USACE/USFS/NPS/DoI	July 1
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Key Points: (1) The Corps of Engineers, Forest Service and DoI agencies are planning significant changes in the NRRS.

(2) The first change will be to incorporate 12 new NPS facilities and one BLM facility into the NRRS in the fall of 2003. The NRRS contract includes provisions to bring in new agencies and recreation facilities.

(3) The second change will be the solicitation and award of a new contract that will consolidate recreation services for the Corps, Forest Service and DoI agencies. This contract will be advertised in 2004 and take effect early in late 2004.

(4) These actions will further the development of the Recreation One-Stop initiative. Recreation One-Stop is an e-government initiative to make it simpler for citizens to use federal parks and recreation facilities while providing services that are cost-effective and efficient.

(5) The NRRS currently enables the public to make advance reservations for 1,900 campgrounds and other facilities nationwide through a variety of methods. The NRRS

End

has proven popular and has experienced continuing growth. The NRRS generated nearly a million reservations and \$41.7 million in revenue during FY 2002. Over 50 percent of reservations are now made over the Internet at <http://www.reserveusa.com/>

(6) An interagency working group will coordinate the procurement for restructuring the NRRS. The agencies will conduct a new procurement using full and open competition. The process will also allow the agencies to develop the particular business practices and data standards that are essential to a successful integration of agency requirements into a new one-stop reservation service.

(7) This is intended to be a seamless transition with no disruptions in customer service in the NRRS or the current National Park Service on-line reservation service. The agencies are working together to ensure that the integration of reservation services is transparent to recreation seekers.

News Release:

DRAFT News Release

RECREATIONISTS TO BENEFIT FROM E-GOV INITIATIVE FOR A SINGLE RESERVATION SERVICE *System To Provide One Stop for Campgrounds/Recreation Reservations*

WASHINGTON, July 1, 2003 – The United States Department of Agriculture (USDA), and the Department of Interior (DOI) and The U.S. Army Corps of Engineers (USACE) jointly announced plans today to implement a multi-agency recreation reservation system as an improvement to the current operation of two separate reservation systems.

The new system will offer one-stop service to customers who want to make reservations at federal campgrounds and parks across the nation. Agencies participating in the new service will include the Army Corps of Engineers, the USDA's Forest Service, and two DOI agencies: the National Park Service (NPS) and the Bureau of Land Management (BLM).

"This multi-agency approach for one-stop shopping for federal recreation site reservations capitalizes on our commitment to deliver customer-friendly services to our customers," acting Army Secretary Les Brownlee, Agriculture Secretary Ann M. Veneman and Interior Secretary Gale Norton said in a joint statement. "Working together, we will be able to design a very flexible and responsive service for recreation seekers who are also looking for convenience in making their reservations."

The new system is part of the President's E-Gov Recreation One-Stop initiative to provide customer-friendly information and services to the recreation public by providing a one-stop on-line service for reservations at all federal recreation sites. It will be the eventual successor to the National Recreation Reservation Service (NRRS), which was established in 1997 by the Corps and Forest Service to manage reservations

at their recreation facilities. The Forest Service and the Corps have used the NRRS since its inception.

The NRRS currently enables the public to make advance reservations at 1,900 campgrounds, cabins and other facilities nationwide through a variety of methods including toll free call centers, internet reservations, at parks or campgrounds, government offices and visitor centers, and lotteries for high use facilities such as permits to enter the Boundary Waters Canoe Area.

The NRRS continues to experience popularity and growth through increased public use. During FY 2002, the NRRS generated nearly a million reservations and \$41.7 million in revenue. More than 50 percent of reservations are now made by internet access at <http://www.reserveusa.com/>

The National Parks Reservation Service processes nearly 650,000 reservations annually and produced \$12 million in revenue in FY 2002.

The National Park Reservation Service handles reservations for tours of places such as the Washington Monument and Carlsbad Caverns as well as campgrounds for 28 units in the National Park System. Until November 2004, visitors needing reservations for tours or campsites at those 28 parks should continue to visit the website at <http://reservations.nps.gov/>

The NRRS was designed to allow other federal agencies to join the service. The NPS, which has been operating a separate reservation service, will add 12 parks currently not involved in any reservation service into the NRRS this October. The BLM will add one facility into the service.

In 2004, there will be an open solicitation and award for a new contract to provide one-stop on-line reservation service for all federal agencies. The new system will be fully operational in late 2004. All agencies are working together for a seamless integration of the current reservation service systems. For recreationists seeking reservations, the integration will be transparent with no disruptions in service.

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Fact Sheet:

Fact Sheet National Recreation Reservation Service

Subject: Restructuring the National Recreation Reservation Service to providing a one-stop reservation service for the public at federal parks and facilities.

Background: The National Recreation Reservation Service (NRRS), established in 1997 to offer reservations at U.S. Army Corps of Engineers and U.S. Forest Service

facilities, will become the one-stop service for reservations at federal parks and facilities. The Office of Management and Budget designated the NRRS as the Recreation One-Stop service to make it simpler for citizens to use federal parks and facilities. This is an E-Government initiative to provide cost-efficient and effective services. The NRRS will begin incorporating National Park Service and Bureau of Land Management facilities in the fall of 2003. There will be a new contract solicitation in 2004 and a fully integrated service that brings together the Corps of Engineers, Forest Service, National Park Service and other Interior agencies in late 2004.

Facts:

The NRRS currently enables the public to make advance reservations for 1,900 campgrounds and other facilities nationwide through a variety of methods. The NRRS has proven popular and has experienced continuing growth. The NRRS generated nearly a million reservations and \$41.7 million in revenue during FY 2002. Over 50 percent of the reservations are now made over the Internet at <http://www.reserveusa.com/>. The National Parks Reservation Services processes nearly 350,000 reservations annually, producing \$12 million in revenue in FY 2002.

The National Parks Park Reservation Service (<http://reservations.nps.gov/>) processes nearly 650,000 reservations annually, producing about \$12 million in revenue in FY 2002. The National Park Reservation Service handles reservations for tours of places such as the Washington Monument and Carlsbad Caverns as well as campgrounds for 28 units in the National Park System.

The NRRS was designed to allow other federal agencies to join the service. The National Park Service, which has been operating a separate reservation service, and the Bureau of Land Management will begin adding recreation facilities to the NRRS inventory in late 2004. Other National Park Service facilities, together with those of the Bureau of Land Management, Fish and Wildlife Service and Bureau of Reclamation, may be added when a new contract takes effect.

The agencies will conduct new procurement using full and open competition. Initial contacts to potential vendors will be advertised in 2003, and the contract award is planned in mid-2004. The process will also allow the agencies to document the particular business processes and data standards that are essential to a successful integration of agency requirements into a new one-stop reservation service.

This is intended to be a seamless transition with no disruptions in customer service in the NRRS or the current National Park Service reservation service. The agencies are working together to ensure that the integration of reservation services is transparent to recreation seekers.

Q&As:

Restructuring the National Recreation Reservation Service
Questions and Answers

Q1: The agencies announced in January that the Office of Management and Budget (OMB) had decided that the National Park Service (NPS) would cancel a solicitation for a reservation contract and join the National Recreation Reservation Service (NRRS). What is the status of that action?

A1: OMB and NPS agreed that NPS would extend its current contract for reservation services until October 2003 while NPS made preparations to join the new interagency system.

Q2: What caused the change?

A2: OMB and NPS subsequently agreed that NPS should continue to provide uninterrupted service with its current reservation service while NPS prepared to join the new interagency system in late 2004.

Q3: What are the current plans?

A3: NPS parks now on the NPS reservation service will remain on that system until late 2004. NPS plans to bring 12 parks and the Bureau of Land Management (BLM) plans to bring one recreation area into the NRRS in October 2003. These parks are not currently registered as part of a national reservation system. There will be a solicitation for a new contract that provides a one-stop reservation service for the federal agencies in 2004, with operations to begin in late 2004. The agencies taking part in the new service will include the Corps of Engineers (USACE), Forest Service (FS), NPS and BLM.

Q4: What are the parks?

A4: The NPS parks are Arches National Park, Big Bend National Park, Black Canyon of the Gunnison National Park, the Blue Ridge Parkway, Bryce Canyon National Park, Buffalo National River, Chickasaw National Recreation Area, Curecanti National Recreation Area, Lake Roosevelt National Recreation Area, Lassen Volcanic National Park, North Cascades National Park and Ozark National Scenic Rivers. The BLM recreation area is Loon Lake Recreation Area.

Q5: The USACE and FS dedicated a great deal of time and effort to build the NRRS into a successful reservation service. Will all the experience and expertise that went into establishing a smooth-running enterprise be lost with a new contract?

A5: Not at all. The NRRS and NPRS systems have been successful, and the NRRS will evolve into an integrated reservation service that can address the unique needs of visitors to recreation sites at participating federal agencies. The specifications for a new contract to support the NRRS will build upon the "lessons learned" with previous systems, so it meets the requirements of all the federal agencies with recreation-related reservations.

Q6: There is still a lot of room for improvement in the current NRRS system. Will the field staffs from all the participating agencies get the chance to offer their ideas about features that should be included in the new contract?

A6: Yes. The first step in the contracting process will be a Request for Information (RFI) during which the agencies will ask for comments and suggestions from everyone who has a stake and interest in the NRRS. This includes the field staffs.

Q7: The NPS will also have the chance to provide input during the RFI. NPS uses different business processes to run both their reservation service and their facilities. Does this mean that the USACE and FS will have to give up the processes they put in place to make the NRRS successful?

A7: The intent of the new contract is to build upon the processes and the best business practices that have proven successful. The purpose of the RFI is to determine the improvements or enhancement that are needed and to incorporate the requirements of each of the participating agencies into the new contract.

Q8: The current NRRS contract includes an option for another three-year extension. There is widespread agreement that the NRRS has been successful and is well-accepted by campers and other recreation seekers. The contract includes a provision that allows other agencies to take part. Why not just extend the current contract?

A8: That would appear to be the preferred course of action. However, the scope of the contract focuses more on campsite reservations than on other forms of recreation that require reservations such as the tours offered by NPS. When the agencies draft a new contract solicitation, the intent is to include the flexibility in the scope of services to accommodate a whole range of recreation activities. In addition, a new solicitation will offer the opportunity to revisit policies and procedures in the current contracts and make improvements where desirable.

Q9: Your plan appears to suggest that all will go smoothly in the solicitation and award of a new contract. What happens if there is a protest that delays the award of the new contract. What then?

A9: While no one wants a protest, it is always necessary to have a contingency plan in place. One of the available options is to keep current contracts in place until the agencies can resolve any possible conflicts and have the new contract in place.

Q10: What is the timeline and the major milestones for the new solicitation?

A10: The timeline and milestones for the new solicitation are:

- July/August 2003 – Request for information to the field (e.g., internal brain pick)
- August-September 2003 – Request for information to the vendor industry
- December 2003 – Issue RFP for the new federal reservation service
- June 2004 – Contract award
- November 2003 – “Go Live” of the new service